



Workforce Alliance for Growth in the Economy™ **Competencies**

Communication	
<p>C1 Speaking clearly and using language easily understood by the listener.</p> <p>C2 Speaking to inform another or to provide information.</p> <p>C3 Speaking to inquire or to collect information.</p> <p>C4 Speaking to persuade another.</p> <p>C5 Speaking politely, with respect to cultural diversity, regardless of personal feelings.</p> <p>C6 Speaking at a rate easily understood by the listener.</p> <p>C7 Speaking at a volume appropriate of the circumstances and the message.</p> <p>C8 Structuring spoken inquiries so that listener responds appropriately.</p> <p>C9 Restructuring a message, when necessary, to facilitate listener understanding.</p> <p>C10 Using proper telephone etiquette.</p> <p>C11 Using task-related words in the proper context.</p> <p>C12 Using tonal expression to facilitate communication, cooperation, and goodwill.</p> <p>C13 Using vocabulary appropriate to the circumstances and the message.</p> <p>C14 Understanding the meaning of and possessing self-awareness of body gestures.</p> <p>C15 Understanding the meaning of and possessing self-awareness of facial gestures.</p>	<p>C16 Understanding the meaning of and possessing self-awareness of posture.</p> <p>C17 Understanding the meaning of and possessing self-awareness of tonal expression.</p> <p>C18 Listening to advise, assist, or enable.</p> <p>C19 Listening to facilitate cooperation, goodwill, or teamwork.</p> <p>C20 Listening to learn or understand.</p> <p>C21 Listening for nonverbal clues, tonal expression, emotions.</p> <p>C22 Listening to obtain information to solve problems, make decisions.</p> <p>C23 Listening for omissions of information.</p> <p>C24 Recognizing the main intent of a spoken message.</p> <p>C25 Recognizing and organizing details of a spoken message.</p> <p>C26 Recognizing probable meaning of unclear communication by using context clues.</p> <p>C27 Screening irrelevant information and distractions.</p> <p>C28 Sorting relevant from irrelevant information.</p> <p>C29 Verifying accuracy by restating/repeating message.</p> <p>C30 Verifying comprehension by asking questions.</p>
Math	
<p>M1 Reading, writing, and counting single and multiple digit whole numbers.</p> <p>M2 Adding, subtracting, multiplying, and dividing single and multiple digit numbers.</p> <p>M3 Using addition, subtraction, multiplication, and division to solve problems.</p> <p>M4 Rounding off single and multiple digit numbers to complete a task or subtask.</p> <p>M5 Comparing whole numbers to determine variations.</p> <p>M6 Reading and writing common fractions to complete a task or subtask.</p> <p>M7 Adding, subtracting, multiplying, and dividing common fractions to solve problems.</p> <p>M8 Comparing decimal and proper fractions to determine variation.</p> <p>M9 Carrying our arithmetic computations involving dollars and cents.</p> <p>M10 Reading and writing decimals to one or more places to complete a task or subtask.</p> <p>M11 Rounding off decimals to one or more places to complete a task.</p> <p>M12 Adding, subtracting, multiplying, and dividing decimals to one or more places.</p> <p>M13 Reading, writing, and computing percents to complete a task or subtask.</p> <p>M14 Using percents to determine increase or decrease.</p>	<p>M15 Converting fractions to decimals, percents to fractions, fractions to percents, percents to decimals, common fractions or mixed numbers to decimal fractions, and decimals fractions to common fractions or mixed numbers to complete a task or subtask.</p> <p>M16 Solving problems by selecting and using correct order of operations.</p> <p>M17 Computing averages, ranges, means, medians, rations, or proportions.</p> <p>M18 Reading numbers or symbols from time, weight, distance, and volume measuring scales.</p> <p>M19 Using a measuring device to determine an object's weight, distance, and volume in standard or metric units.</p> <p>M20 Performing basic metric conversions involving weight, distance, and volume.</p> <p>M21 Using a calculator to perform basic arithmetic operations to solve problems.</p> <p>M22 Determining if a solution to a mathematical problem is reasonable.</p> <p>M23 Estimating answers to a mathematical problem when an exact answer is not needed.</p> <p>M24 Reading a bar, line, circle, or other graph to analyze interpret or compare data points.</p> <p>M25 Using descriptive statistics to describe data.</p> <p>M26 Solving problems using a systematic method.</p> <p>M27 Applying geometric functions to determine the properties, measurement, and relationships of points, lines, angles surfaces, and/or solids.</p>

Reading

R1 Recognizing and using task-related words, abbreviations, acronyms, and codes.

R2 Identify factual details and specifications within a text.

R3 Following sequential procedural directions to complete a task.

R4 Determining the main idea of printed media or an activity.

R5 Using table of contents, indices, or screen menus to locate information.

R6 Locating pages, titles, paragraphs or charts needed to answer questions or solve problems.

R7 Skimming or scanning to determine whether text contains relevant information.

R8 Cross-referencing within a document or program screens to locate information.

R9 Using a completed form to locate information to compete a task.

R10 Combining task-related information from multiple sources.

R11 Selecting parts of text, visual materials, or an activity to complete a task.

R12 Identifying similarities and differences in objects.

R13 Determining the presence of a defect or damage.

R14 Classifying or matching objects by color, size, or significant marking.

R15 Classifying, sorting, or arranging documents.

R16 Distinguishing between relevant and irrelevant information in text or visuals.

R17 Using common knowledge for safety.

R18 Applying preventative measures prior to task to minimize problems.

R19 Knowing appropriate procedure for emergencies.

R20 Selecting appropriate course of action in emergency.

R21 Reading two or more column charts to obtain information.

R22 Locating chart information at intersections of rows and columns.

R23 Cross-referencing charted information within printed media.

R24 Applying information from tables, graphs or flow charts to locate malfunctions or selected actions.

R25 Using flow charts to sequence events, arrive at a decision, or problem solve.

R26 Identifying components within a schematic.

R27 Isolating problem components in schematics, tracing to cause of problem.

R28 Identifying details, labels, numbers, parts of an illustration, parts from a key or legend.

R29 Following sequenced illustrations as a guide.

R32 Making inferences or drawing conclusions from printed media.

R33 Interpreting codes and symbols.

R34 Identifying objectives, intent, and all essential and supporting details of a document.

Writing

W1 Spelling task-related words and abbreviations correctly.

W2 Writing key technical words and abbreviations correctly.

W3 Writing symbols accurately.

W4 Keyboarding accurately.

W5 Entering appropriate information onto a form.

W6 Recording essential information that involves more than one sentence.

W7 Recording essential information in phrases or simple sentences accurately and precisely

W8 Transferring numbers, codes, dates, and figures from written sources onto appropriate sections or a form.

W9 Writing a report including necessary support documentation or classification.

W10 Writing brief, descriptive accounts of activities or transactions performed.

W11 Outlining a situation by identifying key ideas and supporting details.

W12 Summarizing essential details for a written communication.

W13 Selecting relevant details for a written communication.

W14 Stating general impressions of an event or situations as they relate to specific reporting goals.

W15 Summarizing events and precise dialogue in an accurate, complete, and objective manner.

W16 Summarizing the major points presented in a written communication.

W17 Generating a written communication according to a specific format.

W18 Identifying objectives, intent, target audience of a written communication.

W19 Generating a written communication, arranging events sequentially.

W20 Generating written presentation of proposed courses of action, justifying one over the other.

W21 Appraising a written communication and making adjustments to improve clarity.

Bolded items represent the WAGE™ program core competencies.